

# Commonwealth Office of Technology

## Rated Service Description

Wintel Virtual Server Support		Rate
<b>WN50</b>	Per server, per month The WN50 service offering reflects COT's overall responsibility for Wintel Virtual Server-support as described below:	\$250
<b>WN50</b>	<b>Includes the following HARDWARE</b> A single "instance" of a Wintel Virtual Server including 1 CPU, 1 GB of addressable, but not guaranteed dedicated, memory and storage in the amounts of a 15GB C: and a 20GB D: (additional storage can be purchased using the ST50 rated service).	
<b>WN50</b>	<b>Includes the following SOFTWARE</b> A single license for the Commonwealth Standard, Windows Operating System, an Altiris client license, and a McAfee client license	
<b>WN50</b>	<b>Includes the following SERVICES</b> Initial setup and any required installation activities Operating system software configuration management Installation of, and upgrades to, the Commonwealth-standard Windows Operating System Intrusion detection and non-application security management Connectivity to the Commonwealth's private data communications network Secured facility with conditioned power and climate controls within the Commonwealth Data Center Continuous monitoring of the Operating System 24 X 7 X 365 access to the Commonwealth Service Desk Support staff is available on-site Monday - Friday, 7:00am to 5:00pm. Personnel are on-call for emergency after-hours support	
<b>WN50</b>	<b>To Initiate Service or Report a Problem with this service</b> <b>Please contact the Commonwealth Service Desk:</b> <ul style="list-style-type: none"><li>• 24x7 Phone support: 502-564-7576</li><li>• Toll free support number: 800-372-7434</li><li>• Via e-mail CommonwealthServiceDesk@ky.gov</li></ul> You will need to complete the F-180 form and the Server Request form and submit both to the Commonwealth Service Desk when you request to initiate this service. These forms can be found at: <a href="http://technology.ky.gov/support/cot_forms.htm">http://technology.ky.gov/support/cot_forms.htm</a> .	
<b>WN50</b>	<b>Additional Service Clarifications</b> COT will evaluate agency business requirements and determine if a virtual server solution is appropriate upon receiving a valid request via the Commonwealth Service Desk. External disk storage costs are usage-based and billed separately. Backup and recovery services are available but are not included in the rate. Disaster Recovery protection is available but is not included in the WN50 rate Database software license and maintenance costs are not included in the WN50 rate, but will be passed-thru to the agency. Application Software assistance: installing, debugging, trouble-shooting, upgrading, or otherwise supporting, application software is available but is not included in the WN50 rate COT's oversees application software changes, to production servers, via the Change Management process. Non-scheduled and/or emergency application software changes require Emergency Change Management approval. In addition, COT reserves the right to bill the agency for COT personnel time associated with emergency changes.  If an agency initiates an "incident ticket" for a component(s) covered by the WN50 service, and it is ultimately determined the issue was application-related, COT reserves the option to bill the agency at the applicable hourly support rate.	